

Lost Time Injury Rate (cases with days away from work) Emergency Medical Services



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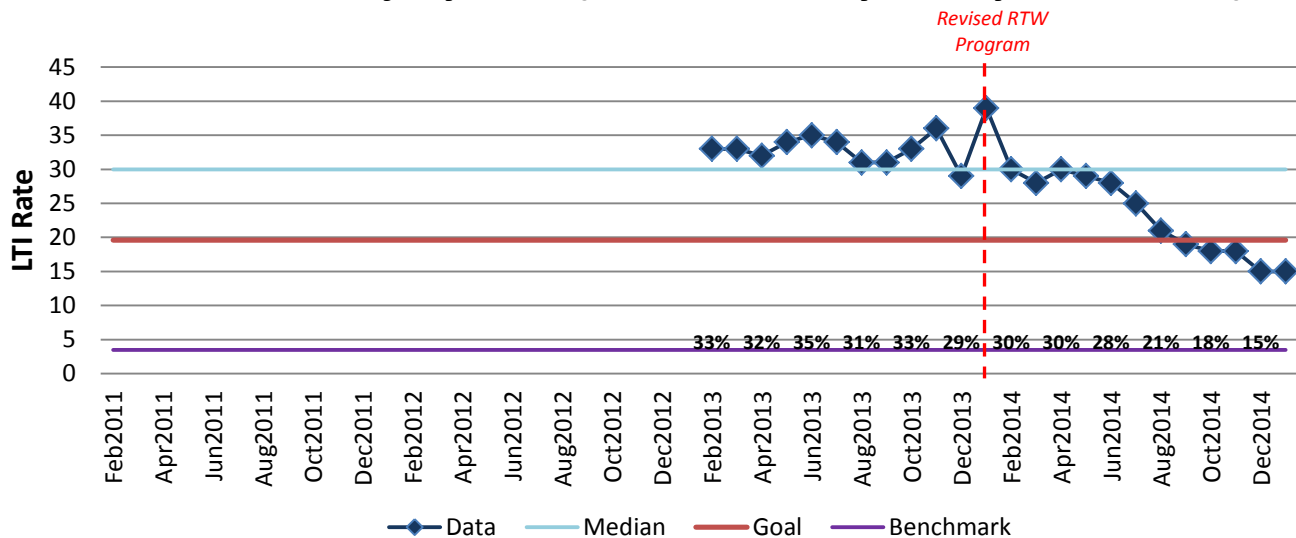
Process: Injury Reduction/Return to Work

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|--|---|--|
| <p>Baseline: 32.82 (CY13)</p> <p>Goal: 19.6 LTI per 100 employees. Based on research on EMS agencies covering urban areas.</p> <p>Benchmark: 3.5</p> | <p>Data Source: OSHA Logs & Payable Time</p> <p>Goal Source: Industry Study (Maguire, et al)</p> <p>Benchmark Source: Bureau Labor Statistics</p> | <p>Plan-Do-Check-Act Step 1: Define the problem</p> <p>Measurement Method: In a 12 month period, # of OSHA recordables with lost work days times 200,000 divided by the total # of hours worked</p> <p>Why Measure: minimize number & severity of workplace injuries/illness</p> <p>Next Improvement Step: Began Injury Reduction Six Sigma project in Feb. 2015. Distributed injury survey to validate goal - waiting on responses.</p> |

How Are We Doing?

| Jan2014-Jan2015 12 Month Avg Goal | Jan2014-Jan2015 12 Month Average | | Jan2015 Goal | Jan2015 Actual | |
|--------------------------------------|-------------------------------------|--|--------------|----------------|--|
| 20 | 23 | | 20 | 15 | |
| LTI Rate | LTI Rate | | LTI Rate | LTI Rate | |

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Root cause analysis is not necessary because there is no gap between the goal and current performance.